



L.A. Care
Covered™

SPRING 2021

stay
well

A Newsletter for L.A. Care Covered™ Members

Be Mindful

At some point in your life, someone probably told you: “Enjoy every moment. Life is short.” Maybe you have smiled and rolled your eyes at this well-intentioned relative or co-worker. But the fact is, there is something to it. Trying to enjoy each moment may be good for your health.

The idea is called mindfulness. This ancient practice is about being completely aware of what is happening in the present—of all that’s going on inside and all that’s happening around you. It means not living your life on “autopilot.” Instead, you experience life as it unfolds moment to moment, good and bad, and without judgment or preconceived notions.

Studies suggest that mindfulness practices may help people manage stress, cope better with serious illness and reduce anxiety and depression. Many people who practice mindfulness report an increased ability to relax, a greater enthusiasm for life and improved self-esteem.

A major benefit of mindfulness is that it encourages you to pay attention to your thoughts, your actions and your body. You can practice mindfulness throughout the day, even while answering e-mails, sitting in traffic, or waiting in line. All you have to do is to become more aware—of your breath, of your feet on the ground, of your fingers typing, of the people and voices around you.

As you start to learn how to be more mindful, it is common and normal to realize how much your mind races and focuses on the past and future. You can just notice those thoughts and then return to the present moment. It is these little, regular steps that add up and start to create a more mindful, healthy life.

So, before you roll your eyes again, take a moment and consider mindfulness.

Sources: National Institutes of Health



Spring Is Here!

Celebrate the season with these healthy behaviors.

- Get at least 150 minutes of physical activity every week (30 minutes a day, 5 days a week).
- Eat a healthy diet with more fruits and veggies and less salt, saturated fat, and added sugar.
- Quit smoking. You can quit today! Call the CA Smokers' Helpline at **1.800.NO BUTTS (1.800.662.8887)** for free support.
- Get at least 7 hours of sleep every night.
- Stay up to date on your health screenings.
- Wear sunscreen and insect repellent.

For answers to your health questions, call the **Nurse Advice Line** 24 hours a day, 7 days a week at **1.800.249.3619 (TTY 711)** or chat with a nurse online for free. To access the nurse chat function, go to **lacare.org** and click on "Member Sign In" to log on.



No-Cost Doula Services

Are you African American and pregnant? If so, you may be able to get **no-cost** help from a birth doula. A doula can provide physical and emotional support as you plan for the birth of your baby. Women who enroll in doula services are more likely to have a good birth experience and better birth outcomes. Virtual visits are offered for your comfort.



You may get support from a birth doula if you are:

- Black/African American and pregnant
- Living in South Los Angeles, the South Bay, Antelope Valley or San Fernando Valley

A doula can:

- Be a source of comfort and encouragement during and after pregnancy
- Help with learning to breastfeed
- Connect families to other resources



To learn more, email Michelle Sanders at **msanders@ph.lacounty.gov** or Ariana White at **awhite@ph.lacounty.gov** or call **1.213.639.6448**. Please include your name, phone number, ZIP code, and estimated due date (EDD).



The COVID-19 Vaccine Is the Best Way to Stop the Spread

COVID-19 infection, hospitalization and death rates have reached alarming levels in Los Angeles County. Despite this, many started the New Year feeling hopeful after the U.S. Food and Drug Administration (FDA) issued authorization for the use of COVID-19 vaccines developed by Pfizer, Moderna, and Johnson & Johnson.

While many are eager to be vaccinated against COVID-19, some are still unsure about the vaccine's safety. The FDA granted authorization for the vaccines because they were proven safe and effective after large clinical trials with more than 70,000 participants.

By January 2021, almost nine million people in the United States were vaccinated against COVID-19, giving us an opportunity to see the impact of the vaccines on a large portion of the population. We are now seeing firsthand that the vaccines are safe.

Public health agencies and L.A. Care recommend that everyone who is eligible get the vaccine. It is the best way to protect yourself and your loved ones. The vaccine is available in phases, with priority given to high-risk health workers, first responders, those at increased risk of serious illness, and essential workers. It will soon become available for members who do not fall into these categories.

L.A. Care members will be able to receive the vaccine at pharmacies, community vaccination sites and participating doctor's offices and clinics. An appointment will be required. There is no cost to L.A. Care members to receive the vaccine.



Once vaccinated, it is important to continue taking the basic precautions of washing your hands, wearing a mask, and keeping your distance, to ensure we stop the spread of COVID-19.

For updates on the availability of the vaccine, please visit lacare.org/vaccine. If you need support or resources during this time, please visit communitylink.lacare.org.

New Community Resource Center Opens in Wilmington!



Community Resource Center

We are excited to share that a brand-new Community Resource Center will soon open its doors in Wilmington, located in the Harbor region of Los Angeles! The resource center will be the sixth one as part of the collaboration between L.A. Care and Blue Shield Promise. Our goals are to address social needs and improve health outcomes for members and the entire community. Due to the ongoing pandemic, select services will be offered by appointment only. To learn more about the Community Resource Centers, including how to make an appointment, visit activehealthyinformed.org.

Remember you can enjoy free on-demand virtual classes such as exercise, healthy cooking and more at youtube.com/activehealthyinformed.

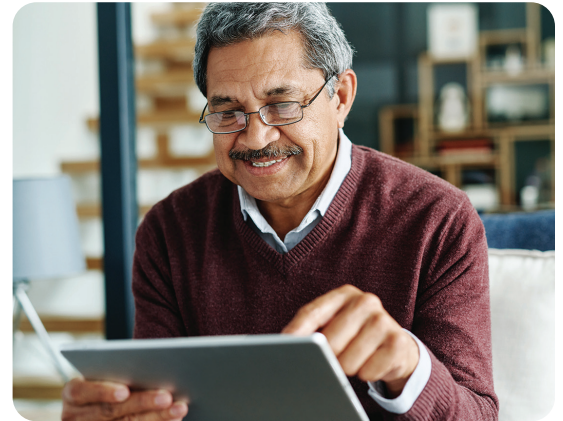
New! Online Health Education Programs

L.A. Care invites members with asthma, diabetes, or a high-risk pregnancy to sign-up for our *My Health In Motion™* (MyHIM) online portal. Simply go to lacare.org and click on the “My Health In Motion™” tab in the member portal.

The My Health In Motion™ site has:

- Health education materials and videos
- Health Coaches who can answer general health questions through the chat
- Self-paced workshops and a calendar of virtual health education group appointments

Members who do not want to sign up for MyHIM can go to lacare.org/asthma to learn about asthma or submit a request for more information.



Health Care for Children and Adolescents



Children and adolescents need to see their doctor at least once a year, even if they are healthy. This is called a well care visit or physical exam. It is a good time to talk to your doctor or child’s doctor about any needed tests and shots (immunization) and important screenings. The table below includes important tests and screenings for children and adolescents. For more information, call L.A. Care **Member Services** at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week, including holidays or go to lacare.org/members/getting-care/routine-exams. All services are at no cost to you.

Well Care Visit: What is covered or checked	When to go to the doctor	
	Birth – 10 years old	11-21 years old
<ul style="list-style-type: none"> • Physical exam, health history, including shot (immunization) history • Height, weight, blood pressure, Body Mass Index (BMI, a measure for healthy weight) • Healthy eating habits • Vision (eye) and hearing screenings • Health education • Occupational therapy • Physical therapy • Speech therapy • Screenings for mental health and substance use disorder • Blood lead testing for children 6 years old and under 	<p>Newborns 1-2 days after leaving the hospital at 1 month, then at 2, 4, 6, 9, 12, 15, 18, 24 and 30 months</p> <p>Be sure your child is up to date on their shots by their 2nd birthday!</p>	<p>Every year</p>

Coping With Grief

Losing someone you love can change your world. You miss the person who has died and want them back. You may feel sad, alone, or even angry. You might have trouble concentrating or sleeping. These feelings are normal. There is no right or wrong way to mourn.

Experts say you should let yourself grieve in your own way and time. Grief is a process of letting go and learning to accept and live with loss. The amount of time it takes to do this varies with each person.



Here are some healthy ways to cope with loss

- **Take care of yourself.** Try to exercise regularly, eat healthy food, and get enough sleep. Avoid habits that can put your health at risk, like drinking too much alcohol or smoking.
- **Talk with caring friends and family.** Let others know if you need to talk.
- **Try not to make any major changes right away.** It is a good idea to wait for a while before making big decisions, like moving or changing jobs.
- **Join a grief support group in person or online.** It might help to talk with others who are also grieving. Check with your local hospice, hospitals, religious communities, and government agencies to find a group in your area.
- **Consider professional support.** Sometimes talking to a counselor about your grief can help.
- **Talk to your doctor.** Be sure to let your health care provider know if you are having trouble with everyday activities, like getting dressed, sleeping, or fixing meals.
- **Be patient with yourself.** Mourning takes time. It is common to feel a mix of emotions for a while.

Although the death of a loved one can feel overwhelming, many people make it through the grieving process with the support of family and friends. If you need help managing your feelings, please contact **Beacon Health Options** at **1.877.344.2858** (TTY **1.800.735.2929**).

Source: National Institutes of Health

The L.A. Care Formulary Has You Covered



The L.A. Care Formulary is an approved list of covered drugs for L.A. Care members. It is reviewed and updated monthly for safety and effectiveness. The Formulary and updates are available online at lacare.org. You will also find information about limits or quotas, generic and brand medications, restrictions, on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.

Protect Your Identity

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment.

Here are some ways to protect yourself against medical identity theft:

- ✓ Do not trust strangers who offer free or discounted medical services.
- ✓ File paperwork and shred what you do not need.
- ✓ Keep your insurance and Social Security numbers safe.
- ✓ Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- ✓ Review your medical bills and statements (if any) and/or your Explanation of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.



If you have questions about your bill and/or Explanation of Benefits or think there is a mistake, please call L.A. Care **Member Services** at **1.855.270.2327** (TTY 711).



Do You Need to See a Doctor?

Getting in to see your doctor doesn't have to be hard. L.A. Care adheres to rules about how long you should wait to get a doctor appointment.

Appointments must be offered within the timeframes listed below*

Primary Care Doctors

- Routine appointment (non-urgent): 10 business days
- Urgent appointment (no authorization required): 48 hours

Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (requiring prior authorization): 96 hours

Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor's office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.



If you have trouble reaching your doctor, call L.A. Care's **Nurse Advice Line** at **1.800.249.3619** (TTY 711) 24 hours per day, 7 days per week. A nurse will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

*The applicable waiting time for an appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.

Important Phone Numbers

L.A. Care Covered™
1.855.270.2327 (TTY 711)

L.A. Care Family Resource Centers
1.877.287.6290

L.A. Care Compliance Helpline
(to report fraud or abuse) 1.800.400.4889

L.A. Care Health Education
1.855.856.6943

L.A. Care Language/Interpreter Services
1.855.270.2327 (TTY 711)

L.A. Care Nurse Advice Line
(for non-emergency medical advice)
1.800.249.3619 (TTY 711)

Beacon Health Options
(behavioral health care)
1.877.344.2858 (TTY 1.800.735.2929)



Would you like to receive Stay Well via email?

Sign up now at lacare.org/stay-well.
It's that simple!

Nondiscrimination and Accessibility Statement

L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

L.A. Care Health Plan cumple con las leyes federales de derechos civiles y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.



Language Assistance Services in Your Language

- English** Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at 1.855.270.2327 (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.
- Spanish** Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al 1.855.270.2327 (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
- Arabic** (TTY 711) 1.855.270.2723 على الرقم L.A. Care به خدمات إضافية. اتصل بـ L.A. Care على الرقم 1.855.270.2723 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
- Armenian** Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.855.270.2327 համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
- Chinese** 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式之資訊，或輔助援助和服務。請致電 L.A. Care 電話 1.855.270.2327 (TTY 711)，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。
- Farsi** خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره 1.855.270.2723 (TTY 711) در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
- Hindi** मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को 1.855.270.2327 (TTY 711) नंबर पर फोन कर, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
- Hmong** Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntauv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov toj 1.855.270.2327 (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov toj no hu dawb xwb.
- Japanese** 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Care までフリーダイヤル 1.855.270.2327 (TTY 711) にてご連絡ください。祝休日を含め毎日 24時間、年中無休で受け付けています。
- Khmer** សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយផ្សេងៗ និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបោះសេចក្តីគិតគិតថ្លៃឡើយ។
- Korean** 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, 1.855.270.2327 (TTY 711) 번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
- Lao** ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ເປັນພາສາໄຕ້, ສໍາລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເລື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂທທີ 1.855.270.2327 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
- Panjabi** ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਚਾਹੀ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.855.270.2327 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
- Russian** Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону 1.855.270.2327 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
- Tagalog** Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa 1.855.270.2327 (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
- Thai** มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1.855.270.2327 (TTY 711) ตลอดสัปดาห์รวมทั้งวันหยุด โทรฟรี
- Vietnamese** Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại 1.855.270.2327 (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.



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SPRING 2021

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A Newsletter for L.A. Care Covered[™] Members

PRSR STD
U.S. POSTAGE
PAID
Anaheim, CA
Permit No. 288

**Thank you for being an
L.A. Care Covered[™] Member.**

